

Maine State Library ARRC Interlibrary Loan Manual

Email: interlibrary.loan@state.me.us
Phone: 1 800-452-8784
Fax: 1-207-287-5638

Online forms: <https://www.maine.gov/msl/libs/interlib/mslarrcill.shtml>

Introduction

The Maine State Library (MSL), in partnership with the Lewiston Public Library, serves as the Area Resource and Research Center (ARRC) providing Interlibrary Loan (ILL) and backup reference services for libraries in Androscoggin, Franklin, Kennebec, Lincoln, Oxford, Sagadahoc, and Somerset counties. All libraries in these counties **that are not members of Minerva, URSUS, MILS or Balsam use the state library for ILL.**

The [Explanatory Supplement to the Interlibrary Loan Code for the United States](#) says that “**ILL is intended to complement rather than to substitute for good library collections built and managed to meet the routine needs of local library users.** ILL is based on a tradition of sharing resources between various types and sizes of libraries and the belief that no library, regardless of its size or budget, is completely self-sufficient. Though some libraries are net borrowers (borrow more than they lend) and others are net lenders (lend more than they borrow), the system of interlibrary loan rests on the belief that all libraries have something to contribute and should be willing to lend if they are willing to borrow.”

If your library is routinely requesting 50 or more items per week, we strongly recommend that you consider joining either the MILS, Balsam or Minerva Consortium. Being a member of one of these groups allows your patrons to place their own holds. For more information, contact your regional liaison or visit the [Maine Infonet](#) website.

MSL adheres to the procedures outlined in the [Interlibrary Loan Code for the United States](#) (see Appendix 1). This document outlines the roles and responsibilities of borrowing and lending libraries. All libraries using MSL as their ILL ARRC must also adhere to the procedures and responsibilities outlined in the code. Failure to observe due dates, fines, and other lending fees reflects badly on the entire district and can result in loss of borrowing privileges from specific lenders for all libraries in the district.

- Maine State Library will lend materials or provide photocopies to other libraries outside of the assigned counties.
- We accept ILL requests via OCLC, email, fax (207-287-5624), or through our online forms (<https://www.maine.gov/msl/libs/interlib/mslarrcill.shtml>).

Procedures

MSL ILL Office Procedures

- Because media items are difficult to obtain as not all libraries will lend these, we will process no more than 3 requests for audio or video per patron per week.
- Best-selling books and new movies or TV series are also difficult to obtain. We will not process requests for items that have been published within the last 6-months.

- If your library has 3 overdue or billed ILL items, we will not process any requests until these items are returned or paid.
- **If your library requests more than 50 items per week, any requests over that limit will be deflected back to the library.**

Borrowing protocol

- We request first from in-state libraries being careful to spread requests around so as not to place an undue burden on any one library. Borrowing from in-state libraries is complicated because some Maine libraries will only lend to libraries on the van delivery service.
- If items cannot be obtained from in-state libraries, then the ILL Librarian will turn to the OCLC ILL system to request items. She will request, in the following order:
 - from libraries in New England
 - from libraries on the east coast
 - from libraries nationwide.
- Every effort is made to find the item at the closest possible location in order to keep costs down. Efforts are also made to find libraries that don't charge lending fees and who ship library rate. If the only library that holds an item charges a lending fee, then the requesting library will be notified to get their permission and agreement to pay the lending fee.

Responsibilities of Borrowing Libraries

- **Establish your own internal ILL policies including, but not limited to:**
 - Number of requests one patron can make at one time.
 - Will you require patrons to pay return postage? Flat rate? Actual cost?
 - Establish your ILL tracking system including a method of tracking requests for photocopies from journals to **insure copyright compliance.**
 - Always ask patrons if they are willing to pay a lending fee and how much. This saves time in the event that the only library that holds an item charges to lend. This is especially important for any requests involving genealogy or rare materials. Most libraries will not lend the actual item, but might photocopy for a fee.
 - Set the due date for ILL items at least 3 days before the lender's due date so that you have time to get the item back from the patron and in the mail/courier back to the lender.
 - According to the Interlibrary Loan Code for the United States, the borrowing library is responsible for the item from the moment it leaves the lender until it is received back by the lender. **The borrowing library is responsible for all overdue fines, lending fees or item replacement costs.** These costs can be passed on to the patron.
 - If a popular item is checked out in your catalog, place a hold in your catalog for your patron, do not request the item through Interlibrary Loan.

- **Set patron expectations**

- Not all libraries lend Audiovisual materials so requests for movies, TV programs or music may not be fillable.
- Not all libraries lend items published within a year of copyright so new materials are much more difficult to obtain especially if they are best sellers or popular movies, etc. Don't request any item that has been in publication for less than 6 months.
- It is impossible to guarantee the delivery date or order of multiple titles in a series. Many libraries won't lend an entire series at one time.
- Inform the patron that a request might take at least 3 weeks to fill.

Submitting the Request

The MSL ILL Department accepts only requests submitted using the correct online form on the MSL website (<https://www.maine.gov/msl/libs/interlib/mslarcill.shtml>)

For Book or AV requests:

Fill out the form (<http://www.maine.gov/msl/libs/interlib/illbook.htm>) Be as complete and accurate as possible. Accurate author and title information speeds up the process. All fields on the form must be filled in so if you don't have all the requested information but NA in the box.

For Magazine Articles:

Try finding the article in Digital Maine first. Digital Maine is an excellent source for current full text magazine articles and allows you to fill your patron's request immediately.

Be aware that full text availability isn't guaranteed in Digital Maine. The coverage varies by database. In general, if the article is older than 1975, you should request a photocopy using the form at <http://www.maine.gov/msl/libs/interlib/illcopy.htm> You must include the article title, author, magazine title and date. Photocopy requests are subject to copyright laws. **Be sure you set up procedures to track the number of requests you make from a specific title each year** (See Appendix 2).

For Subject Requests:

Your patron may not be sure of a specific title. In that case, fill out a subject request form (<http://www.maine.gov/msl/services/email.htm>). Be as specific as possible:

- Level of material (is the patron a 5th grader or a college student?)
- Are they looking for an overview or something very specific?
- How quickly do they need the information?
- How much information do they need?

Processing the Request

Your request is usually processed by the ILL Department within 24-48 hours of receipt.

You will be notified by email when your item has been shipped and the lending library's name. **IF YOU DON'T RECEIVE THE ITEM WITHIN 2 WEEKS OF THE SHIPPING DATE, NOTIFY THE ILL OFFICE.** You are still responsible for replacement costs even if you don't ever receive the item. Some libraries will forgive the replacement costs if they are notified in a timely fashion.

Receiving the Request

Due dates are assigned by the lender and cannot be changed. You should assign your patron a due date that gives you enough time to get the item back from the patron and back to the lender by their assigned due date.

If you need to request a renewal, **submit your renewal request to the MSL ILL office within 10 days of the lender's due date.** No renewal requests will be accepted after the due date.

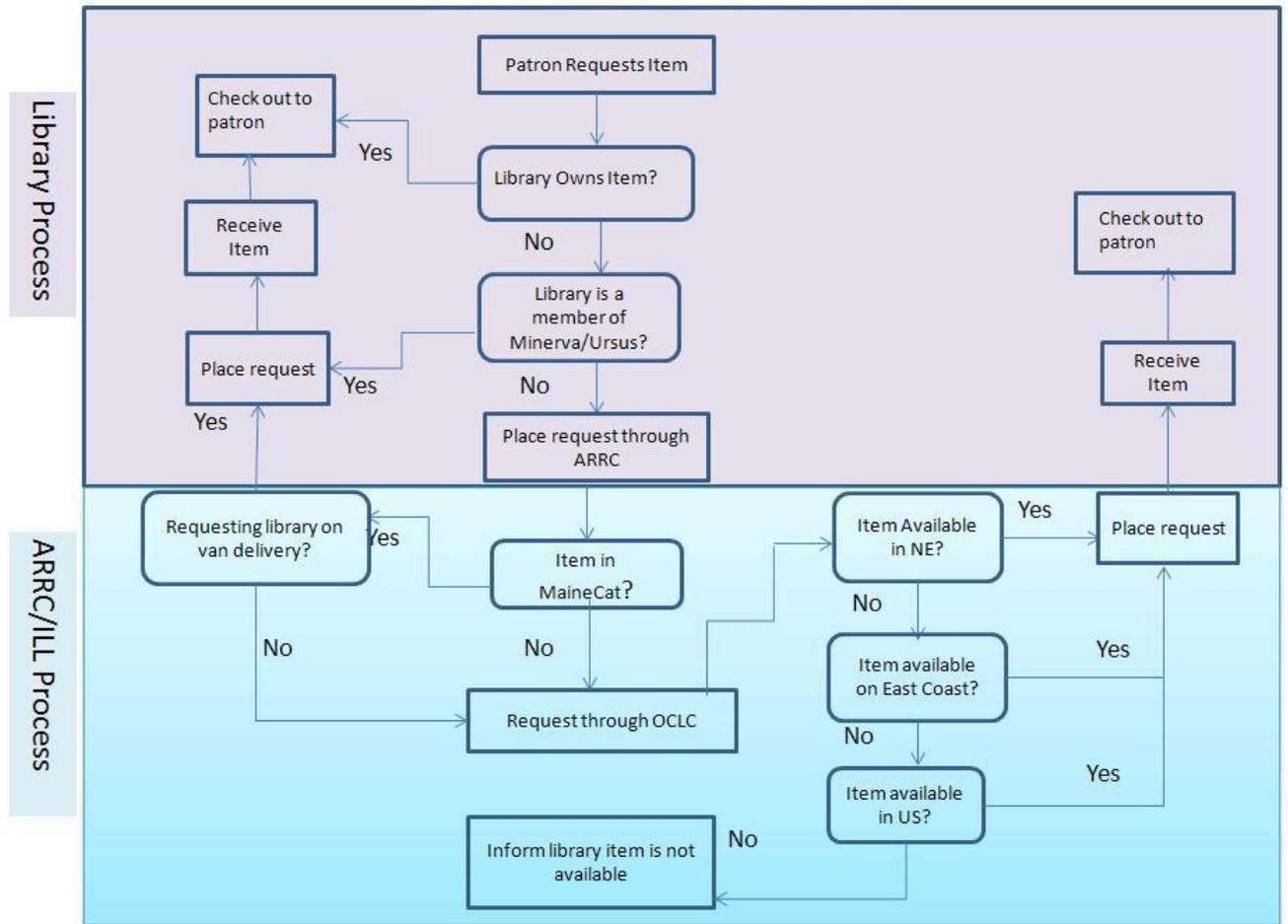
Heed any special instructions from the lender such as the item is for in-house use only or any special return mail instructions such as using padded containers to return DVDs. Damage to a returning item in transit is the responsibility of the borrowing library. If you receive a damaged item, notify the ILL office immediately.

Overdue or Lost Items and Lending Fees

The Interlibrary Loan Code for the United States places responsibility for overdue or lost items on the borrowing library. In the event of an overdue or lost item, you will be billed directly by the lending institution. Mail your payment directly back to the lending institution. Libraries with overdue or lost items will be blocked from further ILL requests until the problem item is cleared.

Every effort is made to request items from libraries that lend for free. Occasionally, the only library that owns a requested item does charge. In that event, the item will not be requested until you authorize the amount your patron is willing to pay. Invoices for lending fees will be sent directly to the borrowing library and payment should be made directly to the lending library.

Interlibrary Loan Flowchart



Appendix 1

Interlibrary Loan Code for the United States

Prepared by the Interlibrary Loan Committee, Reference and User Services Association (RUSA), 1994, revised 2001. Revised in 2008, by the Sharing and Transforming Access to Resources Section (STARS).

For more detailed information about the provisions of this code, please see the accompanying [explanatory supplement](#).

Introduction

The Reference and User Services Association, acting for the American Library Association in its adoption of this code, recognizes that the sharing of material between libraries is an integral element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests. In this code, "material" includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

1.0 Definition

1.1 Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.

2.0 Purpose

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library.

3.0 Scope

3.1 This code regulates the exchange of material between libraries in the United States.

3.2 Interlibrary loan transactions with libraries outside of the United States are governed by the International Federation of Library Associations and Institutions' International Lending: Principles and Guidelines for Procedure.

4.0 Responsibilities of the Requesting Library

4.1 Establish, promptly update, and make available an interlibrary borrowing policy.

4.2 Ensure the confidentiality of the user.

4.3 Describe completely and accurately the requested material following accepted bibliographic practice.

4.4 Identify libraries that own the requested material and check and adhere to the policies of potential supplying libraries.

4.5 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material, accompanied by an indication that ownership is not confirmed.

4.6 Transmit interlibrary loan requests electronically whenever possible.

4.7 For copy requests, comply with the U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines.

4.8 Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.

4.9 Assume full responsibility for user-initiated transactions.

4.10 Honor the due date and enforce any use restrictions specified by the supplying library. The due date is defined as the date the material is due to be checked-in at the supplying library.

4.11 Request a renewal before the item is due. If the supplying library does not respond, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.

4.12 All borrowed material is subject to recall. Respond immediately if the supplying library recalls an item.

4.13 Package material to prevent damage in shipping and comply with any special instructions stated by the supplying library.

4.14 Failure to comply with the provisions of this code may be reason for suspension of service by a supplying library.

5.0 Responsibilities of the Supplying Library

5.1 Establish, promptly update, and make available an interlibrary lending policy.

5.2 Consider filling all requests for material regardless of format.

5.3 Ensure the confidentiality of the user.

5.4 Process requests in a timely manner that recognizes the needs of the requesting library and/or the requirements of the electronic network or transmission system being used. If unable to fill a request, respond promptly and state the reason the request cannot be filled.

5.5 When filling requests, send sufficient information with each item to identify the request.

5.6 Indicate the due date and any restrictions on the use of the material and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked-in at the supplying library.

5.7 Ship material in a timely and efficient manner to the location specified by the requesting library. Package loaned material to prevent loss or damage in shipping. Deliver copies electronically whenever possible.

5.8 Respond promptly to requests for renewals. If no response is sent, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.

5.9 Loaned material is subject to recall at any time.

5.10 Failure to comply with the provisions of this code may lead to suspension of service to the requesting library.

Supplemental Documentation

For more detailed information, please see the accompanying [explanatory supplement](#).

Appendix 2

Guidelines for Copyright Laws

It is important that libraries requesting periodical articles or photocopies from books for patrons be aware of the copyright laws governing photocopying of such material and the required record-keeping procedures.

Photocopying from Periodicals

1. The record-keeping and copying limitations are based on a calendar year.
2. The guidelines are based on filled or completed interlibrary loan requests. Unfilled requests must be recorded, but they do not apply to the limitations on the number of copies made each year.
3. The restrictions on copying from periodicals apply only to issues published in the last five years. The guidelines do not restrict the copying of issues that are more than five years old.
4. A statement must be printed, typed or stamped on the request form indicating that the request complies with the section 108 (g) (2) of the copyright guidelines.
5. A library may receive no more than six photocopies per year of articles published in restricted issues of a periodical. These may be copies of the same article or copies of six different articles.

For example: A library does not subscribe to Prevention. A patron asks the library to ILL photocopies of certain articles published in that magazine within the past 5 years. A library may receive only 6 photocopies of articles published in the magazine in the last 5 years. If a library needs a seventh copy within that year, it can do one of four things:

- Refuse the request
 - Defer the request to the next calendar year
 - Obtain the photocopy and pay a fee to a periodical clearinghouse
 - Obtain permission from the publisher
6. The library making the request keeps the records of these requests for three years after the close of the calendar year.
 7. The library supplying the copy must examine each incoming ILL request to determine if it complies with the procedure outlined in number 4. If the request does not contain this information, it must be rejected.

Photocopying from Books

The same rules apply as for periodicals except for #3. There is no five year limitation on copying from books. Libraries are limited to receiving no more than five photocopies per year per title as long as the copyright on the book is in force. Under 1909 law, a book with the valid US copyright was guaranteed 28 years of copyright protection. If the owner renewed the copyright in the 28th year, and if the copyright was in force on January 1, 1978, then copyright protection extends 75 years. (Under the new copyright law, the duration of copyright is the life of the author plus 50 years, or a fixed term of 75 years, depending on form of authorship.)